

Access Statement for 70 Oldham Rd, Manchester M4 5EB

The Venue

The business is a 60 person capacity retail and hospitality public space housed within a historically significant listed building. Our venue covers the ground and basement floor with our main space being on the ground floor and additional space for certain events, storage and toilets in the basement.

Objectives

We aim to be a welcoming, safe and comfortable space for all. We aim to be able to provide access to all those who wish to shop or spend time with us regardless of their needs or their identities. Due to being housed within a historic site, the physical site can result in some barriers to access and the team are committed to putting in suitable mitigations to reduce the impact of those barriers as much as practicable. This document has been produced in order to support this commitment and overview our practices concerning this area.

Travel & Transport

Our site is just outside the city centre limits in the Ancoats Ward. This means we are just a short distance to the city centre tram, train and bus network and many who are able will use these means. We also draw on our local neighbourhood with many city centre and residents able to arrive by foot.

We are also on the Oldham Rd bus routes heading both from the north and south of the city.

We also have bicycle stand on street outside the site and internal basement storage for staff bicycles while at work.

For those requiring the ability to drive there are plentiful marked bays right outside the property and space for taxi drop off on both Sherratt St and Oldham Rd.

For patrons with additional mobility needs

Our groundfloor has step free access but due to the design of the door, some patrons may require support with opening the door while entering. Staff are trained to monitor this constantly to ensure no one is left waiting outside.

We also have a small ramp onsite for those people who require further assistance with the lip on the door entrance.

Table service will be offered to those that could benefit from moving less regularly around the site and this is referenced on the menu. Additionally the menus are provided at each table, away from the bar.

Staff are trained to remove seats to the storage area if additional space for movement is required for patrons requiring this. This can ensure clear floorspace and good routes of access can be provided around the site.

For patrons who are unable to use the downstairs toilets we have agreements in place with neighbouring venues (Elnecot & Blossom St Social) both of whom have accessible ground floor facilities that can be offered as an alternative and staff are trained to communicate this to patrons.

For visually impaired patrons

A large print version of the menu is available to patrons.

Staff will provide table service to those who request it and are also happy to discuss the menu verbally to support patrons with ordering.

Assistance dogs are welcomed at the venue and a water bowl can be provided.

A suitable handrail is in place in the stairwell.

Staff

In order to support the above mitigations there will always be a minimum of two staff members on shift during busy times in order to assist with supporting those with additional needs and to assist with emergency events.

A regime of staff training in order to undertake, review and improve our approach is undertaken for both new starters and as part of refresher training for existing staff.